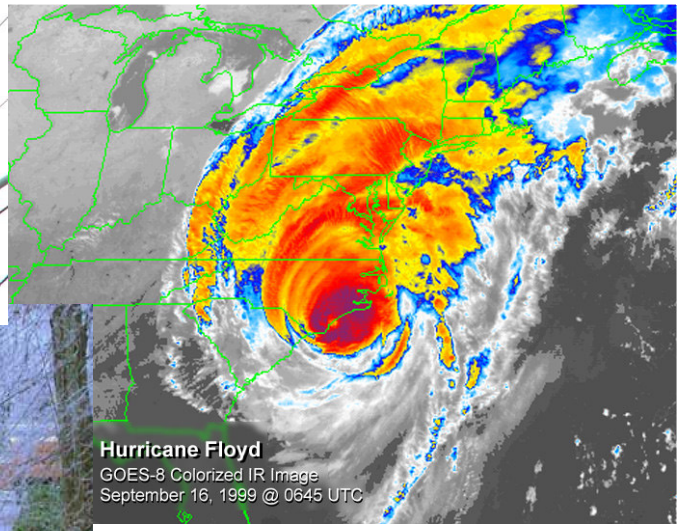
What Happens When the Lights Go Out?



SC Public Service Commission
Emergency Preparedness
July 11, 2005

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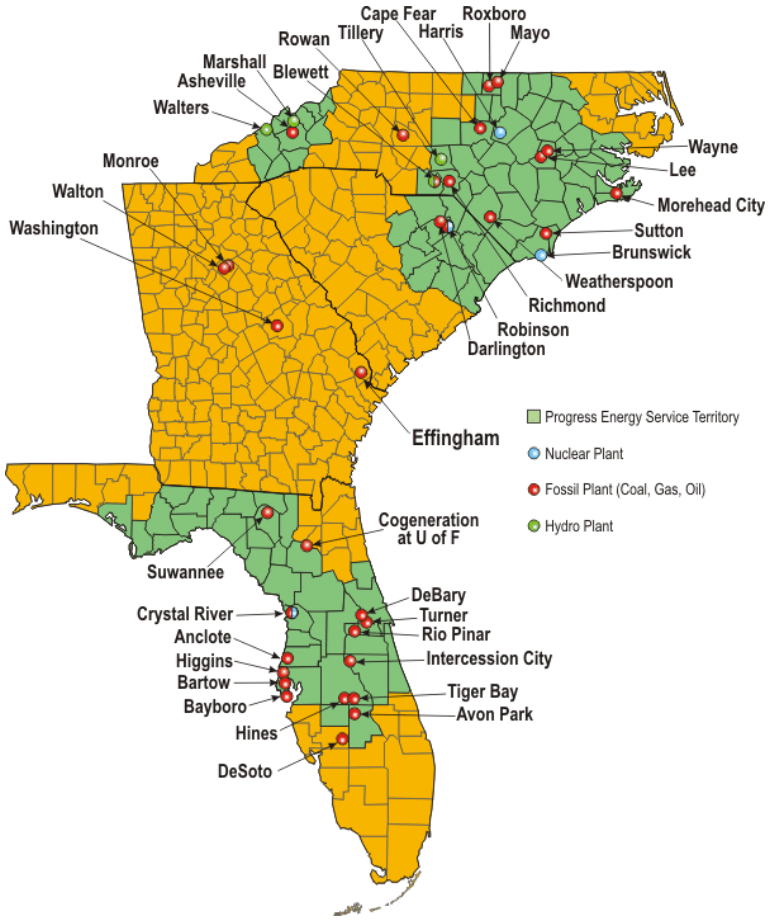

PGN Carolinas:

- 33,000 square miles of service territory
- Serving 1.3 million customers in the Carolinas

PGN Florida:

- 20,000 square miles of service territory
- Serving 1.5 million customers in the Florida

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Looking at System Restoration

How do we prepare?

How do we restore power?

What happens when our customers call?

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How Do We Prepare?

We start with a comprehensive response plan

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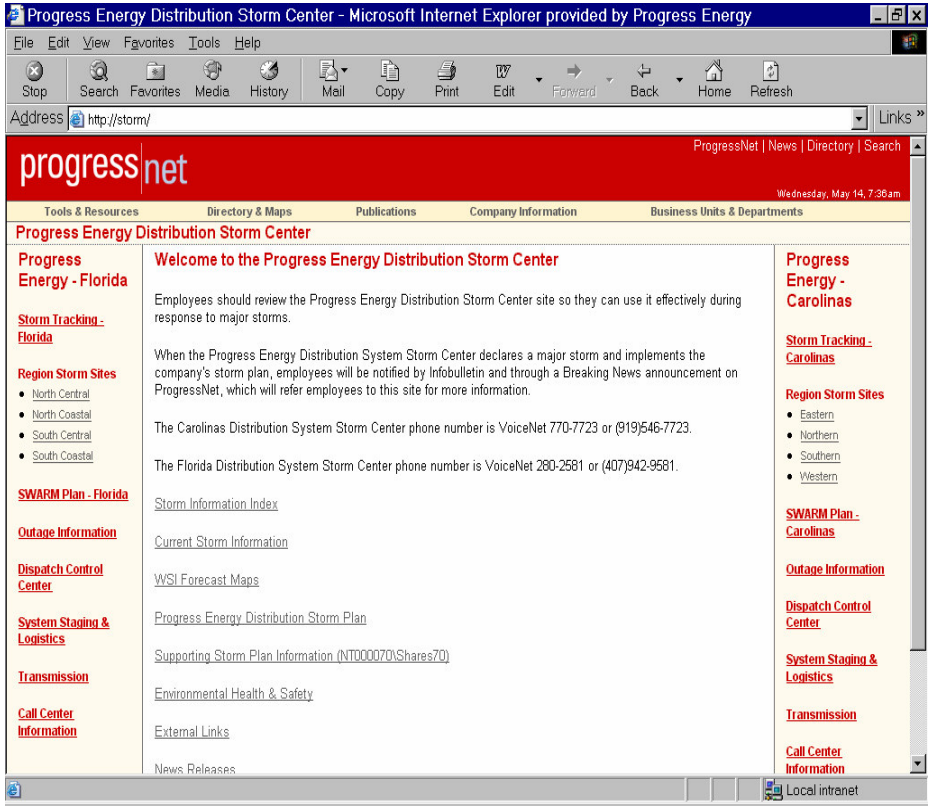
How do We Prepare?
Comprehensive response plans

Design Principles:

- *Staged response to events*
- *Defined structure for strategic and tactical activities*
- *Adaptable to all events (load reduction, restoration, hurricanes, ice/snow, thunderstorms)*
- *Employee storm roles*



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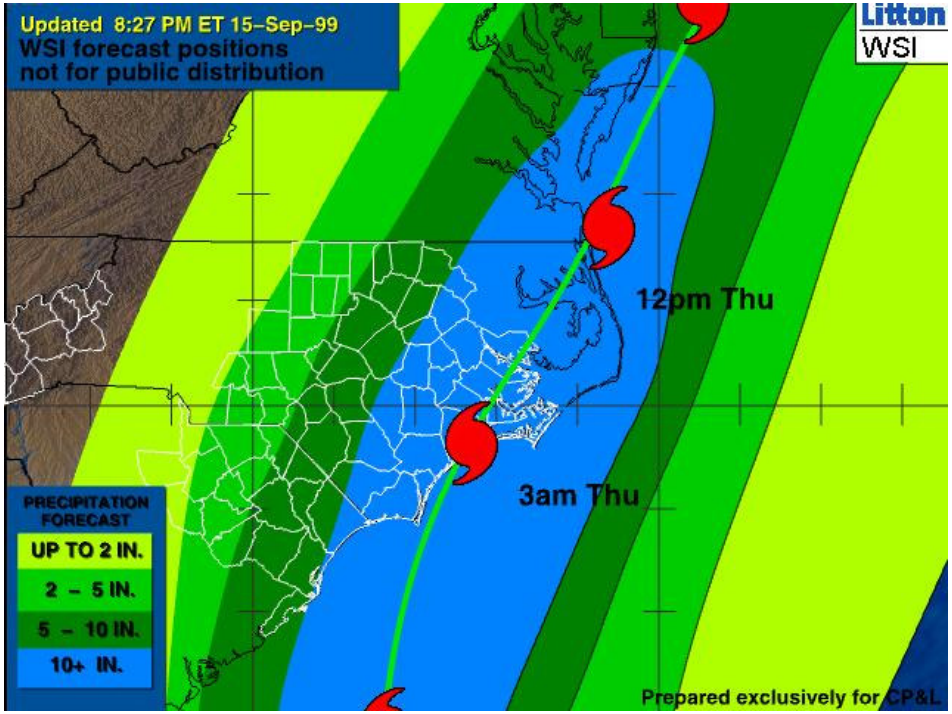
How do We Prepare?
Comprehensive response plans

- Storm modeling:
  - *storm category*
  - *wind speeds*
  - *track*
  - *line miles exposed*
- Centralized support:
  - *resource mobilization*
  - *damage assessment*
  - *staging and logistics*
- Local focus on restoration and customer service



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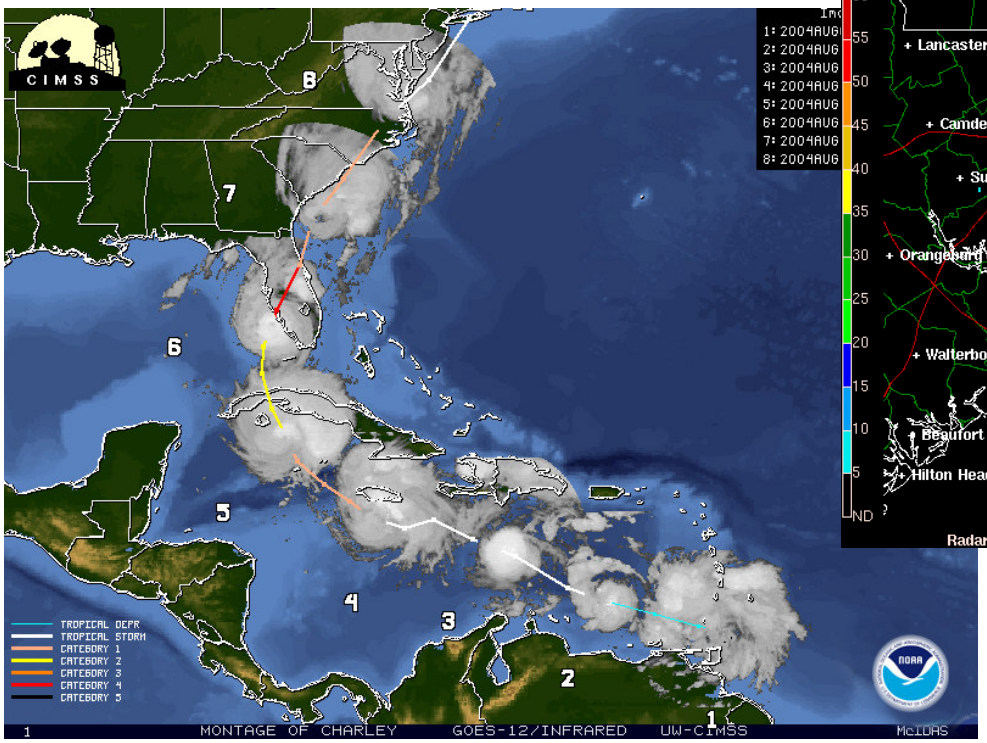
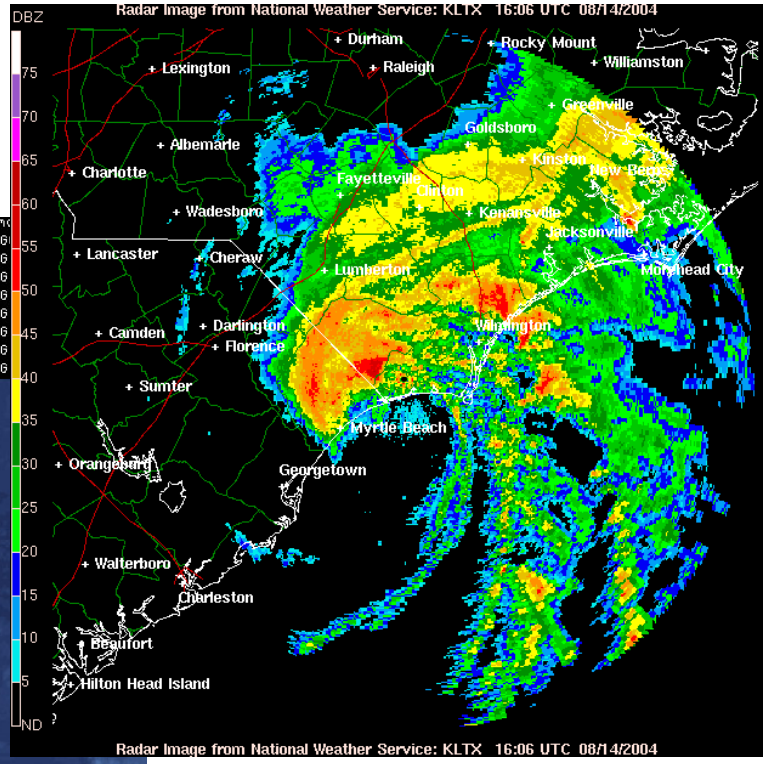
How Do We Prepare?

- Comprehensive response plan
- Monitor the Weather





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How Do We Prepare?

- Comprehensive response plan
- Monitor the Weather
- Managing Resources - How Soon and How Many
  - Resources in the field . . . on-system and off-system
  - Customer Service Center Resources

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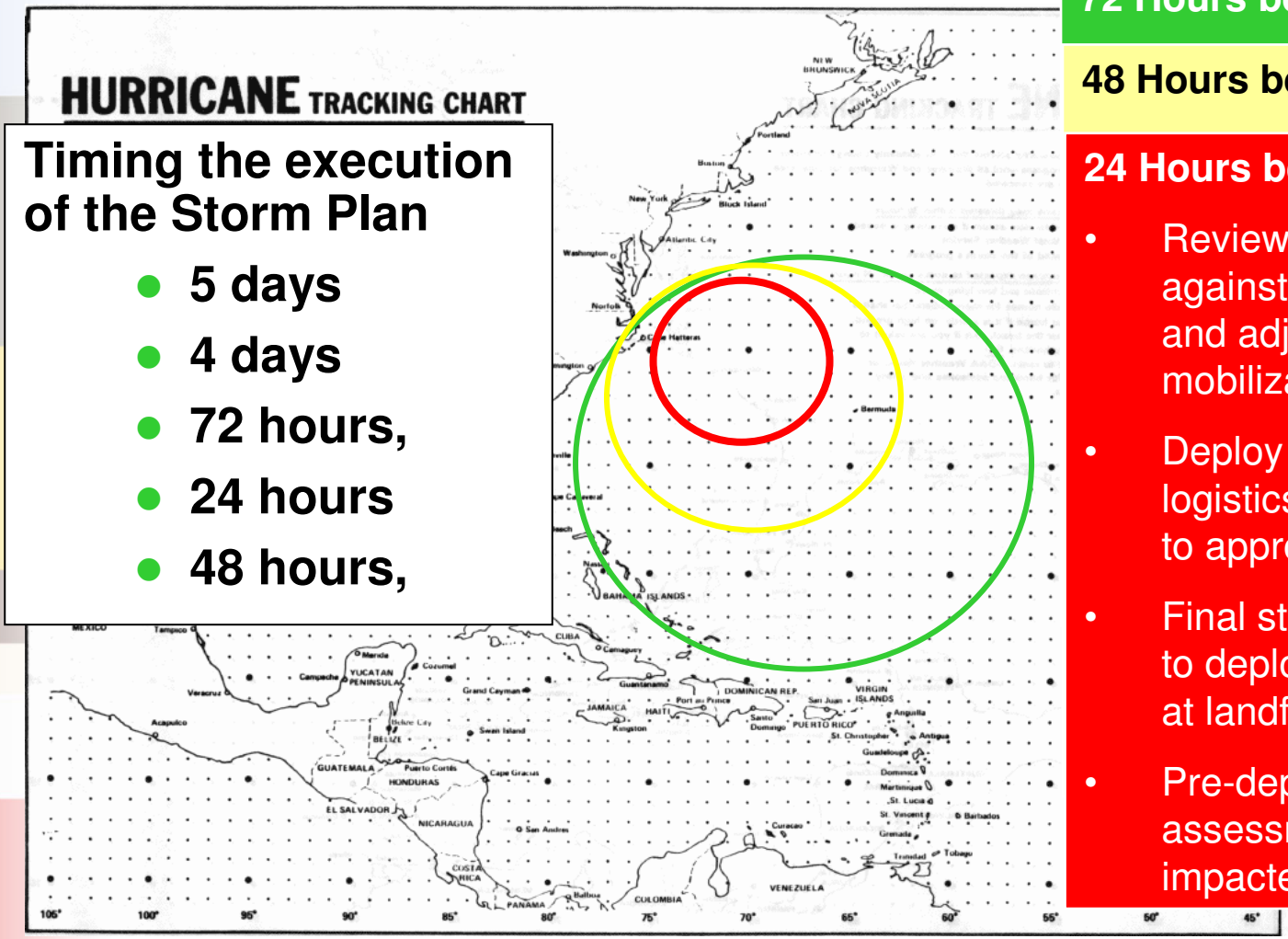
Storm Preparation
Commit to the Plan



Timing the execution of the Storm Plan

- **5 days**
- **4 days**
- **72 hours,**
- **24 hours**
- **48 hours,**

72 Hours before TS winds

48 Hours before TS winds

24 Hours before TS winds

- Review resource needs against current forecast and adjusted mobilization
- Deploy staging and logistics team personnel to appropriate locations
- Final staging teams set to deploy to inland sites at landfall
- Pre-deploy damage assessment teams into impacted areas

It's a war out there… Managing the resources

- **What We Replaced During Four Hurricanes**
  - More than 6.5 million feet (nearly 1,235 miles) of primary and secondary wire were replaced
  - We replaced 6,664 power poles – that's more than 50 miles if laid end to end.
  - More than 4,000 overhead and underground transformers were replaced.
  - We used more than 87,000 splices, which are used to reconnect severed power lines

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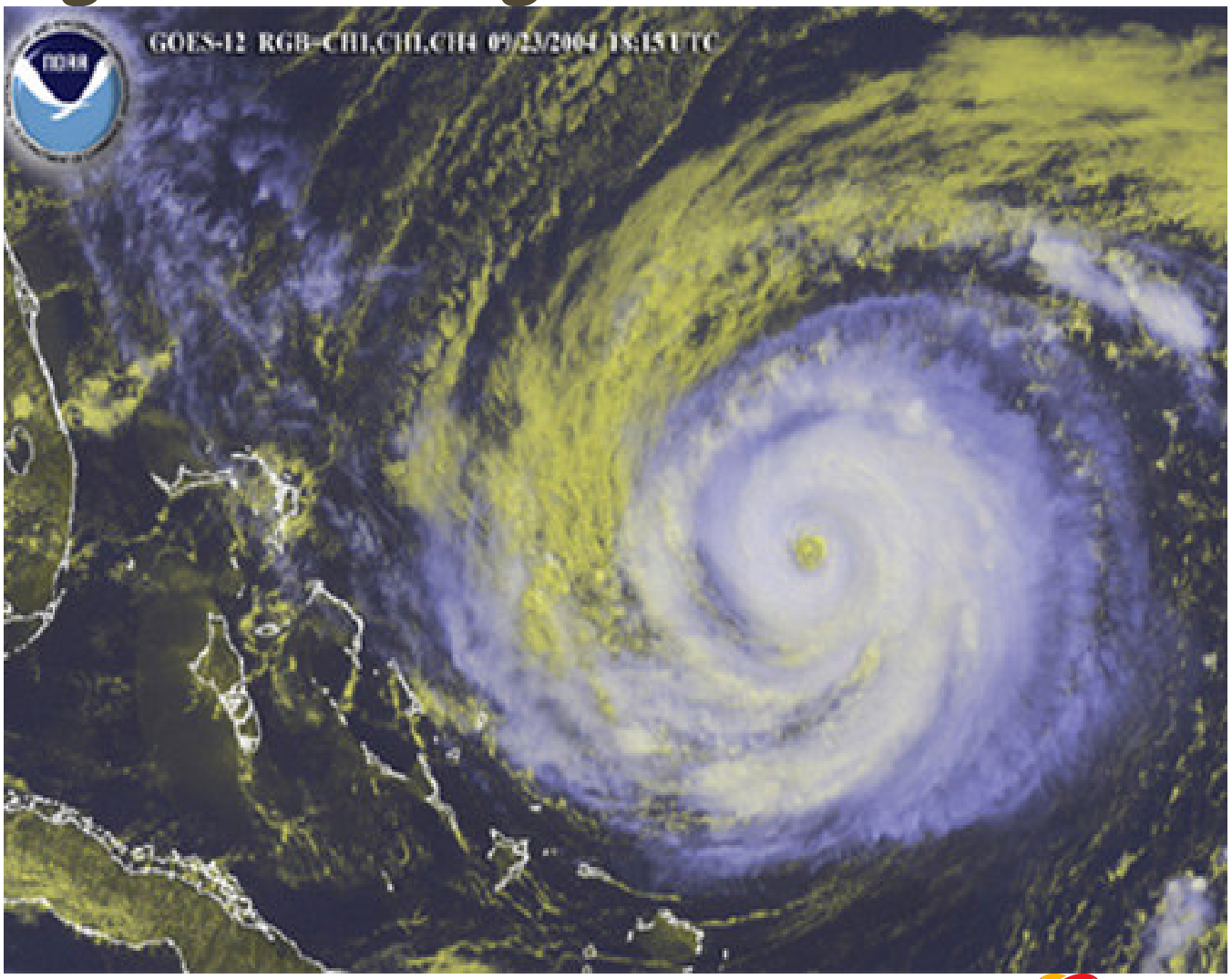
And then we did it again… and again…and again!



Then Jeanne

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Dealing with the Elements!!!!

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How Do We Restore Power?

- Damage assessment
- Work in priority order
- Communicate with our customers

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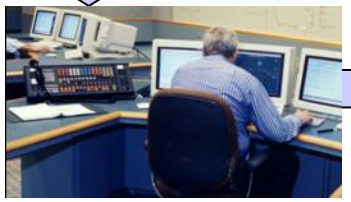
Communicate with our Customers

Customer

Computer

Customer
Service Rep



Dispatcher

Truck

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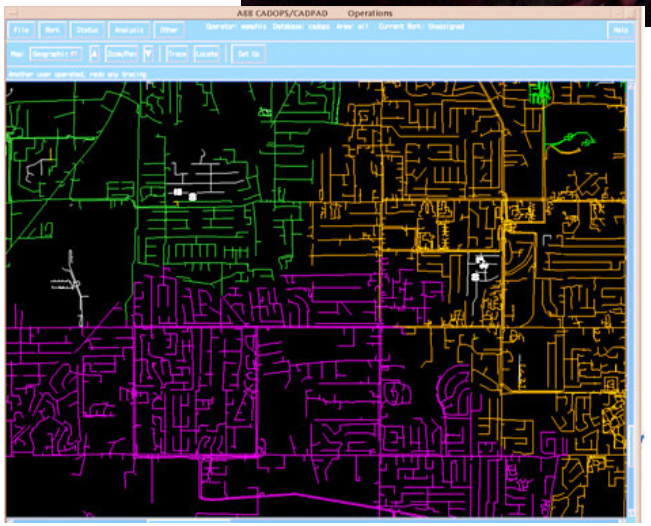
What Happens When You Call

Outage Management Technology

- Voice response unit capable of handling 125,000 calls per hour
- Automated trouble call analysis
- Real-time restoration status available for customers



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In Conclusion….
the keys to success require

- *Management Leadership*
- *Employee involvement and commitment*
- *Comprehensive storm plan with flexibility*
- *Commitment and plan to keep customers informed with restoration information*
- *Focus on relentless learning and improvement*
  - *People, Processes, and Technology*

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